2-1-1 Illinois

Summary and Status Report September 12, 2012

The following update was put together with the assistance of Greg Cott, Board Chair of 2-1-1 Illinois.

What is 2-1-1?

2-1-1 is an information and referral service for health and human services through a direct dial phone number (assigned by the FCC). The call center is run by paid staff and/or trained volunteers. All are certified. Phones are answered 24 - 7.

More than half the calls are about shelter (homeless, mortgages, etc.), food, and utilities. Additional assistance is available for counseling, employment concerns, healthcare, and services for specialized populations such as the elderly. Another key function is disaster response – letting people know where to go and what to do in an emergency.

Status in Illinois

- 13 counties have been in operation for three and a half years 3 call centers
- Winnebago and Ogle went "live" last month
- Soon Sangamon and Menard will be operating
- Expecting a total of 20 -25 counties in operation by end of this year
- One organization PATH is approved to operate the call centers in 83 counties except in Illinois which would be a separate contract.

Status in Northeastern Illinois

- 4 counties McHenry, Lake, Kane, and Kendall are collaborating (7 United Ways, Catholic Charities, and others) to establish one 2-1-1 call center. However, each county must secure funding.
- McHenry County possibly will go live by the end of this year it's the only county that has funding in place. Funding source is United Way.
- Lake County late next year. May take 18 months to secure funding (most likely multiple sources).
- Kane next year (funding from Elgin? United Way? 3 United Ways in the county)
- Kendall next year. Need to secure funding.
- Barrington early next year.
- Will County farther away, although they do have a crisis line. They are building collaboration with Grundy, Kankakee and Iroquois including 3 United Ways. Need to secure funding.
- City of Chicago they have 3-1-1, which also takes calls about shelter and utilities. They want to expand to include 2-1-1. This may be a blended system eventually (funded by City?). They are targeting FY15.
- DuPage they have a call center, taking 50,000 calls a year. They are interested in 2-1-1.
 Possibly county government funded. Exploring the need to outsource night calls to another call center.
- Suburban Cook County not currently participating. It would be advantageous for Chicago, DuPage, and Cook to collaborate in order to avoid having 3 call centers in 2 counties.

Northeastern Illinois 2-1-1 Status

County	Anticipated Start	Funding in Place?	Operating Entity	Notes
McHenry	End of year	Υ	PATH??	Collaboration among Lake, Kane, Kendall, McHenry
Lake	Late next year	N	PATH??	Collaboration among Lake, Kane, Kendall, McHenry
Kendall	Next year	N	PATH??	Collaboration among Lake, Kane, Kendall, McHenry
Kane	Next year	N	PATH??	Collaboration among Lake, Kane, Kendall, McHenry
Will	Further away	N		Currently has a crisis line. Forming collaborating with Grundy, Iroquois and Kankakee.
DuPage	Not this year	?	Possibly county government	Interested in converting their call center. Model could include part of suburban Cook.
Cook	?	?	?	Not participating at present
Chicago	unknown	3	City?	3-1-1 is leading the discussion

A note about United Ways

United Way Worldwide helped start 2-1-1. They play no role in moving it forward in specific areas. Some local United Ways do take on that role. In this region for example, 7 United Ways are involved in the collaboration between McHenry, Lake, Kane, and Kendall to get 2-1-1 off the ground. In the collaboration between Will, Kankakee, Iroquois, and Grundy, 3 United Ways are involved. On the other hand, United Way of metropolitan Chicago, which covers Cook, DuPage, and a small part of Lake County, is not as involved in moving 2-1-1 forward in those areas.